



# AYE SU HLAING PYAE

CONTENT MODERATOR

## ABOUT

Adaptable and detail-focused professional with over 2 years of combined experience in freelance visa processing services and customer service. Skilled at reviewing and processing information with accuracy, ensuring compliance with policies, and communicating effectively with clients from diverse cultural backgrounds. Educational background includes studies in English, business, and hospitality, providing a strong foundation for clear communication and cultural sensitivity in content moderation roles.

## CONTACTS

✉ ayesuhlaingpyae.mm@gmail.com

☎ 0922975058

📍 Ramkhamhaeng 209 alley, Minburi, Bangkok, Thailand.

## INTERESTS & OTHER SKILLS

- Digital literacy and basic office tools (MS Office, Google Workspace)
- Strong attention to detail and accuracy in reviewing content
- Cross-cultural communication and adaptability
- Interest in social media trends and online community guidelines

## WORK EXPERIENCE

### VISA SERVICE

2022-2024

Freelance, Bangkok

- Assisted clients with visa application processes, ensuring accurate and complete documentation.
- Provided guidance on required forms, embassy requirements, and travel regulations.
- Maintained client confidentiality and handled sensitive information securely.

### CUSTOMER SERVICE REPRESENTATIVE

Bangkok

- Managed customer inquiries via phone, email, and in-person.
- Resolved complaints efficiently while maintaining a professional and empathetic tone.
- Maintained records of client interactions for follow-up and service improvement.

## EDUCATION

### STRATEGY FIRST [ YANGON, MYANMAR ]

- Degree name, other information

### WALL STREET ENGLISH [ YANGON, MYANMAR ]

- Degree name, other information

### KASEM BUNDIR UNIVERSITY [ BANGKOK, THAILAND ]

- Hospitality & Tourism